



## DEPARTMENT OF THE NAVY

NAVAL HOSPITAL

BOX 788250

MARINE CORPS AIR GROUND COMBAT CENTER  
TWENTYNINE PALMS, CALIFORNIA 92278-8250

IN REPLY REFER TO:

NAVHOSP29PALMSINST 7210.1C

Code 0905

24 April 1995

### NAVAL HOSPITAL TWENTYNINE PALMS INSTRUCTION 7210.1C

From: Commanding Officer

Subj: COLLECTION AGENT OPERATION

Ref: (a) NAVMED P-5020  
(b) NAVCOMPTMAN, Vol 4, Chapter 1  
(c) NAVCOMPTMAN, Vol 3, Chapters 2,3,5  
(d) BUMED ltr 7301 MED-14/3U238166 of 4 Oct 93

1. Purpose. To set forth the policies and procedures for administration of Collection Agent operations in conformance with references (a) through (d).

2. Cancellation. NAVHOSP29PALMSINST 7210.1B.

3. Background

a. The Commanding Officer is responsible for collecting the prescribed amount of monies for services rendered and maintaining the detailed record of accounts and collections with individuals and private insurers for hospitalization, subsistence, and other work and services, including the Third Party Collections Program. Such collections will be made at the time service is rendered except in those cases of hospitalization and subsistence where immediate payment is not warranted (i.e., pay checkage, after hours discharges). The Commanding Officer may appoint Collection Agents, in accordance with references (a) and (b), to receive collections and make authorized refunds. Any officer, enlisted member or civilian employee, approved by the Commanding Officer, may be appointed Collection Agent. The Collection Agent is under the organizational supervision of the Head, Fiscal Department and falls within the Collections Division of the Fiscal Department.

b. The Collection Agent Audit Board is established to test the accuracy of accounting transactions performed by the Collection Agent and to confirm the accuracy and completeness of guidance set forth in reference (e).

4. Action

a. Head, Fiscal Department shall ensure that collection agent operations are conducted in accordance with references (a) through (d).

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b. Head, Management Information Department shall ensure that the Composite Health Care System (CHCS) is maintained at a level to support collection agent operations. This includes coordination with Naval Medical Information Management Center on system problems and updates.

c. Head, Patient Administration Department shall:

(1) Ensure all pertinent patient demographic information is entered into the CHCS system upon admission of the patient and a duplicate CHCS card is forwarded to the Collection Agent Office as confirmation of the admission.

(2) Ensure all patient information as to category, eligibility for care, home and billing address are accurate.

(3) Ensure monthly admission and discharge information is reported to the Collection Agent at month end, as well as information on specific patient categories.


d. Inpatient Nursing shall ensure that all discharged patients are notified that they must check-out with the Collection Agent prior to their release from the hospital. Patients who are discharged after normal working hours or on weekends and holidays will be advised that a billing will be sent to their home.

e. Collection Agent Audit Board shall:

(1) Be composed of three or more qualified military or civilian personnel. No board member may be connected with the operation of the Collection Agent Office in any way.

(2) Submit a report to the Commanding Officer certifying the accuracy of the accounting records and setting forth any exceptions and/or recommendations.

(3) Audit the Collection Agent's accounts monthly. The audit will be completed and audit reports submitted in a timely manner after the close of the month.



C. S. CHITWOOD

Distribution:  
List A